

## Objective VIII-2

**Performance Measures With Results Not Meeting Parity or Benchmark Standards for  
Three or More Consecutive Months During the Engagement Period**

Date	Measure	Description	State	CLEC Result	ILEC Result	Advanced Services Affiliate Results
August 2000	1.23	% FOCs Returned within "X" hrs - Elec Sub - UNE Loop (1 - 49 Loops) - < 5 hrs	Ohio	0.9051		
September 2000	1.23	% FOCs Returned within "X" hrs - Elec Sub - UNE Loop (1 - 49 Loops) - < 5 hrs	Ohio	0.8625		
January 2000	1.23	% FOCs Returned within "X" hrs - Elec Sub - UNE Loop (1 - 49 Loops) - < 5 hrs	Wisconsin	0.3973		
February 2000	1.23	% FOCs Returned within "X" hrs - Elec Sub - UNE Loop (1 - 49 Loops) - < 5 hrs	Wisconsin	0.4985		
March 2000	1.23	% FOCs Returned within "X" hrs - Elec Sub - UNE Loop (1 - 49 Loops) - < 5 hrs	Wisconsin	0.6385		
April 2000	1.23	% FOCs Returned within "X" hrs - Elec Sub - UNE Loop (1 - 49 Loops) - < 5 hrs	Wisconsin	0.3726		
May 2000	1.23	% FOCs Returned within "X" hrs - Elec Sub - UNE Loop (1 - 49 Loops) - < 5 hrs	Wisconsin	0.3510		
June 2000	1.23	% FOCs Returned within "X" hrs - Elec Sub - UNE Loop (1 - 49 Loops) - < 5 hrs	Wisconsin	0.5729		
July 2000	1.23	% FOCs Returned within "X" hrs - Elec Sub - UNE Loop (1 - 49 Loops) - < 5 hrs	Wisconsin	0.8525		
August 2000	1.23	% FOCs Returned within "X" hrs - Elec Sub - UNE Loop (1 - 49 Loops) - < 5 hrs	Wisconsin	0.9183		
September 2000	1.23	% FOCs Returned within "X" hrs - Elec Sub - UNE Loop (1 - 49 Loops) - < 5 hrs	Wisconsin	0.8759		
January 2000	1.280	% FOCs Returned within 24 Hours - Manually Submitted - LNP Only (1 - 19 Lines)	Illinois	0.6446		
February 2000	1.280	% FOCs Returned within 24 Hours - Manually Submitted - LNP Only (1 - 19 Lines)	Illinois	0.7241		
March 2000	1.280	% FOCs Returned within 24 Hours - Manually Submitted - LNP Only (1 - 19 Lines)	Illinois	0.6605		
April 2000	1.280	% FOCs Returned within 24 Hours - Manually Submitted - LNP Only (1 - 19 Lines)	Illinois	0.4225		
May 2000	1.280	% FOCs Returned within 24 Hours - Manually Submitted - LNP Only (1 - 19 Lines)	Illinois	0.3804		
June 2000	1.280	% FOCs Returned within 24 Hours - Manually Submitted - LNP Only (1 - 19 Lines)	Illinois	0.5575		
July 2000	1.280	% FOCs Returned within 24 Hours - Manually Submitted - LNP Only (1 - 19 Lines)	Illinois	0.8846		

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Date	Measure	Description	State	CLEC Result	ILEC Result	Advanced Services Affiliate Results
March 2000	1.280	% FOCs Returned within 24 Hours - Manually Submitted - LNP Only (1 - 19 Lines)	Ohio	0.5985		
April 2000	1.280	% FOCs Returned within 24 Hours - Manually Submitted - LNP Only (1 - 19 Lines)	Ohio	0.5167		
May 2000	1.280	% FOCs Returned within 24 Hours - Manually Submitted - LNP Only (1 - 19 Lines)	Ohio	0.5680		
June 2000	1.280	% FOCs Returned within 24 Hours - Manually Submitted - LNP Only (1 - 19 Lines)	Ohio	0.4907		
July 2000	1.280	% FOCs Returned within 24 Hours - Manually Submitted - LNP Only (1 - 19 Lines)	Ohio	0.8923		
January 2000	1.280	% FOCs Returned within 24 Hours - Manually Submitted - LNP Only (1 - 19 Lines)	Wisconsin	0.5448		
February 2000	1.280	% FOCs Returned within 24 Hours - Manually Submitted - LNP Only (1 - 19 Lines)	Wisconsin	0.6877		
March 2000	1.280	% FOCs Returned within 24 Hours - Manually Submitted - LNP Only (1 - 19 Lines)	Wisconsin	0.6695		
April 2000	1.280	% FOCs Returned within 24 Hours - Manually Submitted - LNP Only (1 - 19 Lines)	Wisconsin	0.3705		
May 2000	1.280	% FOCs Returned within 24 Hours - Manually Submitted - LNP Only (1 - 19 Lines)	Wisconsin	0.4229		
June 2000	1.280	% FOCs Returned within 24 Hours - Manually Submitted - LNP Only (1 - 19 Lines)	Wisconsin	0.7452		
January 2000	1.281	% FOCs Returned within 24 Hours - Manually Submitted - LNP W/Loop (1 - 19 Loops)	Illinois	0.8020		
February 2000	1.281	% FOCs Returned within 24 Hours - Manually Submitted - LNP W/Loop (1 - 19 Loops)	Illinois	0.5732		
March 2000	1.281	% FOCs Returned within 24 Hours - Manually Submitted - LNP W/Loop (1 - 19 Loops)	Illinois	0.7138		
April 2000	1.281	% FOCs Returned within 24 Hours - Manually Submitted - LNP W/Loop (1 - 19 Loops)	Illinois	0.4630		
May 2000	1.281	% FOCs Returned within 24 Hours - Manually Submitted - LNP W/Loop (1 - 19 Loops)	Illinois	0.3198		
June 2000	1.281	% FOCs Returned within 24 Hours - Manually Submitted - LNP W/Loop (1 - 19 Loops)	Illinois	0.6010		
July 2000	1.281	% FOCs Returned within 24 Hours - Manually Submitted - LNP W/Loop (1 - 19 Loops)	Illinois	0.9192		

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Date	Measure	Description	State	CLEC Result	ILEC Result	Advanced Services Affiliate Results
January 2000	1.281	% FOCs Returned within 24 Hours - Manually Submitted - LNP W/Loop (1 - 19 Loops)	Indiana	0.6593		
February 2000	1.281	% FOCs Returned within 24 Hours - Manually Submitted - LNP W/Loop (1 - 19 Loops)	Indiana	0.7352		
March 2000	1.281	% FOCs Returned within 24 Hours - Manually Submitted - LNP W/Loop (1 - 19 Loops)	Indiana	0.7354		
April 2000	1.281	% FOCs Returned within 24 Hours - Manually Submitted - LNP W/Loop (1 - 19 Loops)	Indiana	0.4369		
May 2000	1.281	% FOCs Returned within 24 Hours - Manually Submitted - LNP W/Loop (1 - 19 Loops)	Indiana	0.2813		
June 2000	1.281	% FOCs Returned within 24 Hours - Manually Submitted - LNP W/Loop (1 - 19 Loops)	Indiana	0.6093		
July 2000	1.281	% FOCs Returned within 24 Hours - Manually Submitted - LNP W/Loop (1 - 19 Loops)	Indiana	0.9047		
January 2000	1.281	% FOCs Returned within 24 Hours - Manually Submitted - LNP W/Loop (1 - 19 Loops)	Michigan	0.6378		
February 2000	1.281	% FOCs Returned within 24 Hours - Manually Submitted - LNP W/Loop (1 - 19 Loops)	Michigan	0.7825		
March 2000	1.281	% FOCs Returned within 24 Hours - Manually Submitted - LNP W/Loop (1 - 19 Loops)	Michigan	0.6805		
April 2000	1.281	% FOCs Returned within 24 Hours - Manually Submitted - LNP W/Loop (1 - 19 Loops)	Michigan	0.4124		
May 2000	1.281	% FOCs Returned within 24 Hours - Manually Submitted - LNP W/Loop (1 - 19 Loops)	Michigan	0.2693		
June 2000	1.281	% FOCs Returned within 24 Hours - Manually Submitted - LNP W/Loop (1 - 19 Loops)	Michigan	0.5680		
July 2000	1.281	% FOCs Returned within 24 Hours - Manually Submitted - LNP W/Loop (1 - 19 Loops)	Michigan	0.9013		
January 2000	1.281	% FOCs Returned within 24 Hours - Manually Submitted - LNP W/Loop (1 - 19 Loops)	Ohio	0.6667		
February 2000	1.281	% FOCs Returned within 24 Hours - Manually Submitted - LNP W/Loop (1 - 19 Loops)	Ohio	0.7303		
March 2000	1.281	% FOCs Returned within 24 Hours - Manually Submitted - LNP W/Loop (1 - 19 Loops)	Ohio	0.5552		
April 2000	1.281	% FOCs Returned within 24 Hours - Manually Submitted - LNP W/Loop (1 - 19 Loops)	Ohio	0.4879		

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Date	Measure	Description	State	CLEC Result	ILEC Result	Advanced Services Affiliate Results
May 2000	1.281	% FOCs Returned within 24 Hours - Manually Submitted - LNP W/Loop (1 - 19 Loops)	Ohio	0.5043		
June 2000	1.281	% FOCs Returned within 24 Hours - Manually Submitted - LNP W/Loop (1 - 19 Loops)	Ohio	0.6667		
July 2000	1.281	% FOCs Returned within 24 Hours - Manually Submitted - LNP W/Loop (1 - 19 Loops)	Ohio	0.8895		
August 2000	1.281	% FOCs Returned within 24 Hours - Manually Submitted - LNP W/Loop (1 - 19 Loops)	Ohio	0.8702		
January 2000	1.281	% FOCs Returned within 24 Hours - Manually Submitted - LNP W/Loop (1 - 19 Loops)	Wisconsin	0.6491		
February 2000	1.281	% FOCs Returned within 24 Hours - Manually Submitted - LNP W/Loop (1 - 19 Loops)	Wisconsin	0.7768		
March 2000	1.281	% FOCs Returned within 24 Hours - Manually Submitted - LNP W/Loop (1 - 19 Loops)	Wisconsin	0.6402		
April 2000	1.281	% FOCs Returned within 24 Hours - Manually Submitted - LNP W/Loop (1 - 19 Loops)	Wisconsin	0.3591		
May 2000	1.281	% FOCs Returned within 24 Hours - Manually Submitted - LNP W/Loop (1 - 19 Loops)	Wisconsin	0.2617		
June 2000	1.281	% FOCs Returned within 24 Hours - Manually Submitted - LNP W/Loop (1 - 19 Loops)	Wisconsin	0.5666		
July 2000	1.281	% FOCs Returned within 24 Hours - Manually Submitted - LNP W/Loop (1 - 19 Loops)	Wisconsin	0.9009		
July 2000	2.1	Avg Response Time For OSS Pre-Order Interfaces - Address Verification (seconds)	Illinois	7.7889		
August 2000	2.1	Avg Response Time For OSS Pre-Order Interfaces - Address Verification (seconds)	Illinois	7.8014		
September 2000	2.1	Avg Response Time For OSS Pre-Order Interfaces - Address Verification (seconds)	Illinois	7.0537		
April 2000	2.1	Avg Response Time For OSS Pre-Order Interfaces - Address Verification (seconds)	Indiana	6.3306		
May 2000	2.1	Avg Response Time For OSS Pre-Order Interfaces - Address Verification (seconds)	Indiana	6.9463		
June 2000	2.1	Avg Response Time For OSS Pre-Order Interfaces - Address Verification (seconds)	Indiana	7.2798		
July 2000	2.1	Avg Response Time For OSS Pre-Order Interfaces - Address Verification (seconds)	Indiana	8.4630		

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Date	Measure	Description	State	CLEC Result	ILEC Result	Advanced Services Affiliate Results
August 2000	2.1	Avg Response Time For OSS Pre-Order Interfaces - Address Verification (seconds)	Indiana	8.5737		
September 2000	2.1	Avg Response Time For OSS Pre-Order Interfaces - Address Verification (seconds)	Indiana	8.1093		
July 2000	2.1	Avg Response Time For OSS Pre-Order Interfaces - Address Verification (seconds)	Michigan	7.5543		
August 2000	2.1	Avg Response Time For OSS Pre-Order Interfaces - Address Verification (seconds)	Michigan	10.4174		
September 2000	2.1	Avg Response Time For OSS Pre-Order Interfaces - Address Verification (seconds)	Michigan	9.6645		
January 2000	3.27	Order Process Percent Flow Through - UNE Loops	Illinois	0.0393		
February 2000	3.27	Order Process Percent Flow Through - UNE Loops	Illinois	0.3010		
March 2000	3.27	Order Process Percent Flow Through - UNE Loops	Illinois	0.2085		
April 2000	3.27	Order Process Percent Flow Through - UNE Loops	Illinois	0.2146		
May 2000	3.27	Order Process Percent Flow Through - UNE Loops	Illinois	0.1563		
June 2000	3.27	Order Process Percent Flow Through - UNE Loops	Illinois	0.1329		
July 2000	3.27	Order Process Percent Flow Through - UNE Loops	Illinois	(0.1750)		
August 2000	3.27	Order Process Percent Flow Through - UNE Loops	Illinois	0.2237		
September 2000	3.27	Order Process Percent Flow Through - UNE Loops	Illinois	0.3532		
October 2000	3.27	Order Process Percent Flow Through - UNE Loops	Illinois	0.6587		
November 2000	3.27	Order Process Percent Flow Through - UNE Loops	Illinois	0.6266		
December 2000	3.27	Order Process Percent Flow Through - UNE Loops	Illinois	0.8892		
January 2000	3.27	Order Process Percent Flow Through - UNE Loops	Indiana	0.0561		

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Date	Measure	Description	State	CLEC Result	ILEC Result	Advanced Services Affiliate Results
February 2000	3.27	Order Process Percent Flow Through - UNE Loops	Indiana	0.1571		
March 2000	3.27	Order Process Percent Flow Through - UNE Loops	Indiana	0.4062		
April 2000	3.27	Order Process Percent Flow Through - UNE Loops	Indiana	0.3621		
May 2000	3.27	Order Process Percent Flow Through - UNE Loops	Indiana	0.1858		
June 2000	3.27	Order Process Percent Flow Through - UNE Loops	Indiana	0.1843		
July 2000	3.27	Order Process Percent Flow Through - UNE Loops	Indiana	0.2855		
August 2000	3.27	Order Process Percent Flow Through - UNE Loops	Indiana	0.2210		
September 2000	3.27	Order Process Percent Flow Through - UNE Loops	Indiana	0.4353		
October 2000	3.27	Order Process Percent Flow Through - UNE Loops	Indiana	0.6906		
November 2000	3.27	Order Process Percent Flow Through - UNE Loops	Indiana	0.6563		
December 2000	3.27	Order Process Percent Flow Through - UNE Loops	Indiana	0.8106		
January 2000	3.27	Order Process Percent Flow Through - UNE Loops	Michigan	0.2029		
February 2000	3.27	Order Process Percent Flow Through - UNE Loops	Michigan	0.3598		
March 2000	3.27	Order Process Percent Flow Through - UNE Loops	Michigan	0.3683		
April 2000	3.27	Order Process Percent Flow Through - UNE Loops	Michigan	0.2963		
May 2000	3.27	Order Process Percent Flow Through - UNE Loops	Michigan	0.2064		
June 2000	3.27	Order Process Percent Flow Through - UNE Loops	Michigan	0.2018		
July 2000	3.27	Order Process Percent Flow Through - UNE Loops	Michigan	0.0186		

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Date	Measure	Description	State	CLEC Result	ILEC R	Advanced Services Affiliate Results
August 2000	3.27	Order Process Percent Flow Through - UNE Loops	Michigan	0.3195		
September 2000	3.27	Order Process Percent Flow Through - UNE Loops	Michigan	0.5134		
October 2000	3.27	Order Process Percent Flow Through - UNE Loops	Michigan	0.6991		
November 2000	3.27	Order Process Percent Flow Through - UNE Loops	Michigan	0.7141		
December 2000	3.27	Order Process Percent Flow Through - UNE Loops	Michigan	0.8295		
January 2000	3.27	Order Process Percent Flow Through - UNE Loops	Ohio	0.0267		
February 2000	3.27	Order Process Percent Flow Through - UNE Loops	Ohio	0.1683		
March 2000	3.27	Order Process Percent Flow Through - UNE Loops	Ohio	0.2658		
April 2000	3.27	Order Process Percent Flow Through - UNE Loops	Ohio	0.2994		
May 2000	3.27	Order Process Percent Flow Through - UNE Loops	Ohio	0.1229		
June 2000	3.27	Order Process Percent Flow Through - UNE Loops	Ohio	0.0754		
July 2000	3.27	Order Process Percent Flow Through - UNE Loops	Ohio	(0.2629)		
August 2000	3.27	Order Process Percent Flow Through - UNE Loops	Ohio	0.2318		
September 2000	3.27	Order Process Percent Flow Through - UNE Loops	Ohio	0.3622		
October 2000	3.27	Order Process Percent Flow Through - UNE Loops	Ohio	0.4683		
November 2000	3.27	Order Process Percent Flow Through - UNE Loops	Ohio	0.4679		
December 2000	3.27	Order Process Percent Flow Through - UNE Loops	Ohio	0.8204		
January 2000	3.27	Order Process Percent Flow Through - UNE Loops	Wisconsin	0.0856		

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Date	Measure	Description	State	CLEC Result	ILEC Result	Advanced Services Affiliate Results
February 2000	3.27	Order Process Percent Flow Through - UNE Loops	Wisconsin	0.1687		
March 2000	3.27	Order Process Percent Flow Through - UNE Loops	Wisconsin	0.2768		
April 2000	3.27	Order Process Percent Flow Through - UNE Loops	Wisconsin	0.3317		
May 2000	3.27	Order Process Percent Flow Through - UNE Loops	Wisconsin	0.2104		
June 2000	3.27	Order Process Percent Flow Through - UNE Loops	Wisconsin	0.2354		
July 2000	3.27	Order Process Percent Flow Through - UNE Loops	Wisconsin	0.1980		
August 2000	3.27	Order Process Percent Flow Through - UNE Loops	Wisconsin	0.3068		
September 2000	3.27	Order Process Percent Flow Through - UNE Loops	Wisconsin	0.5002		
October 2000	3.27	Order Process Percent Flow Through - UNE Loops	Wisconsin	0.8351		
November 2000	3.27	Order Process Percent Flow Through - UNE Loops	Wisconsin	0.8185		
December 2000	3.27	Order Process Percent Flow Through - UNE Loops	Wisconsin	0.9457		
October 2000	4c.182	% AIT Caused Missed Due Dates - UNE - DSL Loops - No Line Sharing	Illinois	0.3127		
November 2000	4c.182	% AIT Caused Missed Due Dates - UNE - DSL Loops - No Line Sharing	Illinois	0.3014		
December 2000	4c.182	% AIT Caused Missed Due Dates - UNE - DSL Loops - No Line Sharing	Illinois	0.3066		
January 2000	4c.182	% AIT Caused Missed Due Dates - UNE - DSL Loops - No Line Sharing	Ohio	0.5833		
February 2000	4c.182	% AIT Caused Missed Due Dates - UNE - DSL Loops - No Line Sharing	Ohio	0.2948		
March 2000	4c.182	% AIT Caused Missed Due Dates - UNE - DSL Loops - No Line Sharing	Ohio	0.2388		
January 2000	4d.26	% Mechanized Completion Notifications Returned Within One Day of Work Completion	Illinois	0.9402		



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Date	Measure	Description	State	CLEC Result	ILEC Result	Advanced Services Affiliate Results
February 2000	4d.26	% Mechanized Completion Notifications Returned Within One Day of Work Completion	Illinois	0.9334		
March 2000	4d.26	% Mechanized Completion Notifications Returned Within One Day of Work Completion	Illinois	0.8801		
April 2000	4d.26	% Mechanized Completion Notifications Returned Within One Day of Work Completion	Illinois	0.7787		
May 2000	4d.26	% Mechanized Completion Notifications Returned Within One Day of Work Completion	Illinois	0.9468		
June 2000	4d.26	% Mechanized Completion Notifications Returned Within One Day of Work Completion	Illinois	0.8151		
July 2000	4d.26	% Mechanized Completion Notifications Returned Within One Day of Work Completion	Illinois	0.8942		
August 2000	4d.26	% Mechanized Completion Notifications Returned Within One Day of Work Completion	Illinois	0.8989		
September 2000	4d.26	% Mechanized Completion Notifications Returned Within One Day of Work Completion	Illinois	0.8065		
October 2000	4d.26	% Mechanized Completion Notifications Returned Within One Day of Work Completion	Illinois	0.8464		
January 2000	4d.26	% Mechanized Completion Notifications Returned Within One Day of Work Completion	Indiana	0.9524		
February 2000	4d.26	% Mechanized Completion Notifications Returned Within One Day of Work Completion	Indiana	0.9297		
March 2000	4d.26	% Mechanized Completion Notifications Returned Within One Day of Work Completion	Indiana	0.8945		
April 2000	4d.26	% Mechanized Completion Notifications Returned Within One Day of Work Completion	Indiana	0.9266		
June 2000	4d.26	% Mechanized Completion Notifications Returned Within One Day of Work Completion	Indiana	0.9009		
July 2000	4d.26	% Mechanized Completion Notifications Returned Within One Day of Work Completion	Indiana	0.9072		
August 2000	4d.26	% Mechanized Completion Notifications Returned Within One Day of Work Completion	Indiana	0.9272		
September 2000	4d.26	% Mechanized Completion Notifications Returned Within One Day of Work Completion	Indiana	0.8306		
October 2000	4d.26	% Mechanized Completion Notifications Returned Within One Day of Work Completion	Indiana	0.8111		

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Date	Measure	Description	State	CLEC Result	ILEC Result	Advanced Services Affiliate Results
January 2000	4d.26	% Mechanized Completion Notifications Returned Within One Day of Work Completion	Michigan	0.8976		
February 2000	4d.26	% Mechanized Completion Notifications Returned Within One Day of Work Completion	Michigan	0.8920		
March 2000	4d.26	% Mechanized Completion Notifications Returned Within One Day of Work Completion	Michigan	0.8708		
April 2000	4d.26	% Mechanized Completion Notifications Returned Within One Day of Work Completion	Michigan	0.8261		
May 2000	4d.26	% Mechanized Completion Notifications Returned Within One Day of Work Completion	Michigan	0.9496		
June 2000	4d.26	% Mechanized Completion Notifications Returned Within One Day of Work Completion	Michigan	0.8222		
July 2000	4d.26	% Mechanized Completion Notifications Returned Within One Day of Work Completion	Michigan	0.9087		
August 2000	4d.26	% Mechanized Completion Notifications Returned Within One Day of Work Completion	Michigan	0.9230		
September 2000	4d.26	% Mechanized Completion Notifications Returned Within One Day of Work Completion	Michigan	0.8514		
October 2000	4d.26	% Mechanized Completion Notifications Returned Within One Day of Work Completion	Michigan	0.8630		
January 2000	4d.26	% Mechanized Completion Notifications Returned Within One Day of Work Completion	Ohio	0.9287		
February 2000	4d.26	% Mechanized Completion Notifications Returned Within One Day of Work Completion	Ohio	0.8427		
March 2000	4d.26	% Mechanized Completion Notifications Returned Within One Day of Work Completion	Ohio	0.8866		
April 2000	4d.26	% Mechanized Completion Notifications Returned Within One Day of Work Completion	Ohio	0.8653		
June 2000	4d.26	% Mechanized Completion Notifications Returned Within One Day of Work Completion	Ohio	0.8605		
July 2000	4d.26	% Mechanized Completion Notifications Returned Within One Day of Work Completion	Ohio	0.8516		
August 2000	4d.26	% Mechanized Completion Notifications Returned Within One Day of Work Completion	Ohio	0.8676		-
September 2000	4d.26	% Mechanized Completion Notifications Returned Within One Day of Work Completion	Ohio	0.7532		-

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October 2000	4d.26	% Mechanized Completion Notifications Returned Within One Day of Work Completion	Ohio	0.8385		
November 2000	4d.26	% Mechanized Completion Notifications Returned Within One Day of Work Completion	Ohio	0.9360		
January 2000	4d.26	% Mechanized Completion Notifications Returned Within One Day of Work Completion	Wisconsin	0.9087		
February 2000	4d.26	% Mechanized Completion Notifications Returned Within One Day of Work Completion	Wisconsin	0.9244		
March 2000	4d.26	% Mechanized Completion Notifications Returned Within One Day of Work Completion	Wisconsin	0.9028		
April 2000	4d.26	% Mechanized Completion Notifications Returned Within One Day of Work Completion	Wisconsin	0.8997		
May 2000	4d.26	% Mechanized Completion Notifications Returned Within One Day of Work Completion	Wisconsin	0.9320		
June 2000	4d.26	% Mechanized Completion Notifications Returned Within One Day of Work Completion	Wisconsin	0.8784		
July 2000	4d.26	% Mechanized Completion Notifications Returned Within One Day of Work Completion	Wisconsin	0.9261		
August 2000	4d.26	% Mechanized Completion Notifications Returned Within One Day of Work Completion	Wisconsin	0.9153		
September 2000	4d.26	% Mechanized Completion Notifications Returned Within One Day of Work Completion	Wisconsin	0.8104		
October 2000	4d.26	% Mechanized Completion Notifications Returned Within One Day of Work Completion	Wisconsin	0.8821		
June 2000	5c.197	% Installation Rpts (Trble Rpts) w/in 30 Days (1-30) of Inst - UNE - DSL Loops - No Line Share	Illinois	0.1598		
July 2000	5c.197	% Installation Rpts (Trble Rpts) w/in 30 Days (1-30) of Inst - UNE - DSL Loops - No Line Share	Illinois	0.1462		
August 2000	5c.197	% Installation Rpts (Trble Rpts) w/in 30 Days (1-30) of Inst - UNE - DSL Loops - No Line Share	Illinois	0.1285		
September 2000	5c.197	% Installation Rpts (Trble Rpts) w/in 30 Days (1-30) of Inst - UNE - DSL Loops - No Line Share	Illinois	0.1088		
January 2000	7c.212	Average Delay Days for AIT Caused Missed Due Dates - UNE - DSL Loops - No Line Sharing	Ohio	8.4694		
February 2000	7c.212	Average Delay Days for AIT Caused Missed Due Dates - UNE - DSL Loops - No Line Sharing	Ohio	15.0000		

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Date	Measure	Description	State	CLEC Result	ILEC Result	Advanced Services Affiliate Results
March 2000	7c.212	Average Delay Days for AIT Caused Missed Due Dates - UNE - DSL Loops - No Line Sharing	Ohio	9.9750		
April 2000	7c.212	Average Delay Days for AIT Caused Missed Due Dates - UNE - DSL Loops - No Line Sharing	Ohio	8.6442		
March 2000	8.138	Average Installation Interval - DSL - Without Line Sharing - Without Conditioning	Michigan	5.8083		
April 2000	8.138	Average Installation Interval - DSL - Without Line Sharing - Without Conditioning	Michigan	6.8549		
May 2000	8.138	Average Installation Interval - DSL - Without Line Sharing - Without Conditioning	Michigan	6.9186		
January 2000	8.138	Average Installation Interval - DSL - Without Line Sharing - Without Conditioning	Ohio	9.9477		
February 2000	8.138	Average Installation Interval - DSL - Without Line Sharing - Without Conditioning	Ohio	9.5846		
March 2000	8.138	Average Installation Interval - DSL - Without Line Sharing - Without Conditioning	Ohio	6.3495		
April 2000	8.138	Average Installation Interval - DSL - Without Line Sharing - Without Conditioning	Ohio	6.9975		
May 2000	8.138	Average Installation Interval - DSL - Without Line Sharing - Without Conditioning	Ohio	7.8638		
May 2000	8.138	Average Installation Interval - DSL - Without Line Sharing - Without Conditioning	Wisconsin	6.6226		
June 2000	8.138	Average Installation Interval - DSL - Without Line Sharing - Without Conditioning	Wisconsin	7.5421		
July 2000	8.138	Average Installation Interval - DSL - Without Line Sharing - Without Conditioning	Wisconsin	9.9307		
August 2000	9.166	Average Response Time for Loop Make-Up Information - ADSL (days)	Illinois	70.8863		
September 2000	9.166	Average Response Time for Loop Make-Up Information - ADSL (days)	Illinois	76.5672		
October 2000	9.166	Average Response Time for Loop Make-Up Information - ADSL (days)	Illinois	56.0893		
November 2000	9.166	Average Response Time for Loop Make-Up Information - ADSL (days)	Illinois	34.5345		
December 2000	9.166	Average Response Time for Loop Make-Up Information - ADSL (days)	Illinois	29.9763		

## Objective VIII-2

**Performance Measures With Results Not Meeting Parity or Benchmark Standards for  
Three or More Consecutive Months During the Engagement Period**

Date	Measure	Description	State	CLEC Result	ILEC Result	Advanced Services Affiliate Results
August 2000	9.166	Average Response Time for Loop Make-Up Information - ADSL (days)	Wisconsin	68.0699		
September 2000	9.166	Average Response Time for Loop Make-Up Information - ADSL (days)	Wisconsin	71.8159		
October 2000	9.166	Average Response Time for Loop Make-Up Information - ADSL (days)	Wisconsin	49.2849		
May 2000	11c.273	% Repeat Reports - UNE - DSL Loops - No Line Sharing	Illinois	0.1126		
June 2000	11c.273	% Repeat Reports - UNE - DSL Loops - No Line Sharing	Illinois	0.1074		
July 2000	11c.273	% Repeat Reports - UNE - DSL Loops - No Line Sharing	Illinois	0.1031		
August 2000	11c.273	% Repeat Reports - UNE - DSL Loops - No Line Sharing	Illinois	0.0910		
September 2000	11c.273	% Repeat Reports - UNE - DSL Loops - No Line Sharing	Illinois	0.0622		
October 2000	11c.273	% Repeat Reports - UNE - DSL Loops - No Line Sharing	Illinois	0.1196		
November 2000	11c.273	% Repeat Reports - UNE - DSL Loops - No Line Sharing	Illinois	0.1192		
December 2000	11c.273	% Repeat Reports - UNE - DSL Loops - No Line Sharing	Illinois	0.1174		
August 2000	11c.273	% Repeat Reports - UNE - DSL Loops - No Line Sharing	Indiana	0.0732		
September 2000	11c.273	% Repeat Reports - UNE - DSL Loops - No Line Sharing	Indiana	0.0879		
October 2000	11c.273	% Repeat Reports - UNE - DSL Loops - No Line Sharing	Indiana	0.1731		
June 2000	11c.273	% Repeat Reports - UNE - DSL Loops - No Line Sharing	Ohio	0.1074		
July 2000	11c.273	% Repeat Reports - UNE - DSL Loops - No Line Sharing	Ohio	0.0925		
August 2000	11c.273	% Repeat Reports - UNE - DSL Loops - No Line Sharing	Ohio	0.0783		
September 2000	11c.273	% Repeat Reports - UNE - DSL Loops - No Line Sharing	Ohio	0.0725		

## Objective VIII-2

**Performance Measures With Results Not Meeting Parity or Benchmark Standards for  
Three or More Consecutive Months During the Engagement Period**

Date	Measure	Description	State	CLEC Result	ILEC Result	Advanced Services Affiliate Results

**SWBT Results**

January 2000	5c-08	% Trouble Reports Within 30 Days - UNE - DSL	TX			
February 2000	5c-08	% Trouble Reports Within 30 Days - UNE - DSL	TX			
March 2000	5c-08	% Trouble Reports Within 30 Days - UNE - DSL	TX			
February 2000	9-01	Avg. Response Time for Loop Make-Up Information	KS			
March 2000	9-01	Avg. Response Time for Loop Make-Up Information	KS			
April 2000	9-01	Avg. Response Time for Loop Make-Up Information	KS			
April 2000	13c-08	Trouble Report Rate - DSL	AR			
May 2000	13c-08	Trouble Report Rate - DSL	AR			
June 2000	13c-08	Trouble Report Rate - DSL	AR			

**Pacific Bell Results**

January 2000	4d.	#4d--Average Completion Notice Interval - Fully Electronic - Prior to Nov '99 in days / as of Nov '99 in hours - LEX/EDI	CA
	1800100	LASR	
February 2000	4d.	#4d--Average Completion Notice Interval - Fully Electronic - Prior to Nov '99 in days / as of Nov '99 in hours - LEX/EDI	CA
	1800100	LASR	
March 2000	4d.	#4d--Average Completion Notice Interval - Fully Electronic - Prior to Nov '99 in days / as of Nov '99 in hours - LEX/EDI	CA
	1800100	LASR	

SBC Explanations of Results			
Measure Number	Description	States	SBC Explanation
1.15 1.23 1.280 1.281	% FOCs Returned within "x" Hours	Illinois, Indiana, Ohio, Michigan, Wisconsin	Measure 1.15 – manually submitted orders improved when the Local Service Center ("LSC") headcount was increased 30% in April-May 2000. PM 1.23 came back into parity in October 2000 when system and process improvements were instituted. PM 1.28 was fixed with process improvements and job aids in October 2000 and also responded to the increased headcount.
2.1	Average Response Time for OSS Pre-Order Interfaces – Address Verification (Seconds)	Illinois, Indiana, Michigan	Response times were shortened and parity was restored when transaction improvements were implemented that affected the Service Address Validation and Living Unit Inquiry/Validation queries.
3.27	Order Process Percent Flow Through – UNE Loops	Illinois, Indiana, Ohio, Michigan, Wisconsin	Beginning with mid-September 2000 results, a significant percentage of the ASRs that had been counted as Ameritech ILEC misses were in fact due to CLEC errors.
8.138	Average Installation Interval – DSL – No Line Sharing, No Conditioning	Michigan, Ohio, Wisconsin	During the first part of 2000, the CLECs were ramping up on DSL volumes. Beginning with August results, the affiliate was removed from the CLEC aggregate and reported separately as the parity comparison, bringing the Wisconsin results into parity.
9.166	Average Response Time for Loop Make-Up Information – ADSL (Days)	Illinois, Wisconsin	During 2000, both the CLECs and ASI were ramping up on DSL volumes. There were also network initiatives to improve installation and repair service quality results, which included increasing the network force roughly 20%. These initiatives improved service intervals resulting in parity performance.
11c.273	% Repeat Reports – UNE – DSL Loops – No Line Sharing	Illinois, Indiana, Ohio	This is due to the differences in CLEC and Advanced Services affiliate approaches to their installation process. Typically, CLECs order UNEs without having the loop tested for DSL capability, and subsequently submit trouble reports until a technician can get the circuit to work properly. The Advanced Services affiliate's general practice is to order a DSL-capable loop up front.

SBC Explanations of Results			
Measure Number	Description	States	SBC Explanation
4c.182	% AIT Caused Missed Due Dates – UNE – DSL Loops – No Line Sharing	Illinois, Ohio	Illinois CLEC results were stable, but affiliate performance improved significantly in the 4 <sup>th</sup> quarter, creating disparity. Ohio results in the 1 <sup>st</sup> quarter were unstable due to low CLEC volumes associated with DSL ramp-up. Further, most misses are attributable to facility or work force problems on this measure. If the affiliate does more pre-qualification, pre-testing on loops than the other CLECs, this would result in fewer facility misses.
4d.26	% Mechanized Completion Notifications Returned Within One Day of Work Completion	Illinois, Indiana, Ohio, Michigan, Wisconsin	There were three drivers for these results. First, programming changes were required to fix a problem with how files with errors were treated. Second, network process improvements were made in how pending auto complete orders in the Operations Center were handled and the number of network technicians was increased which facilitated more timely completion. Third, the LOC began a detailed daily review of results which revealed manual completions of unbundled loop orders were not being processed on a timely basis. This was fixed by changing the procedures for completing these orders.
5c.197	% Installation Trouble Reports Within 30 Days of Installation – UNE – DSL – No Line Sharing	Illinois	Small volumes cause small differences in performance to result in large differences in Z-scores. For instance in Illinois for May, the wholesale result was .09891937 and resulting in a Z-score of – 1.45147. In Illinois for June, the wholesale result was .15983607 and the resulting in a Z-score of 2.29662. The difference in results for May was .01421932 while the difference in results for June was .02132256, so for .00710324 change in results, the Z-score changed by 3.74809.
7c.212	Average Delay Days for AIT Caused Missed Due Dates – UNE – DSL – No Line Sharing	Ohio	Analysis of existing detailed order data showed that the misses were due to facility issues and work force constraints. Process improvement and increased work force addressed this issue.



SBC Explanations of Results			
Measure Number	Description	States	SBC Explanation
13c-08	Trouble Report Rate – DSL	Arkansas	Very small embedded base for wholesale means that a small change in the number of reports produces a large Z-score change.
5c-08	% Trouble Reports Within 30 Days – UNE – DSL	Texas	DSL was a new product during the first quarter of 2000, and as such was more likely to require maintenance within the first month after installation. These results are also tied to the pre-testing procedures implemented by the various CLECs.
9-01	Average Response Time for Loop Make-Up Information	Kansas	At the beginning of 2000, loop qualification requests were all manual. Retail submitted theirs via an internal tracking web site; wholesale requests were submitted through the LSC, which in turn entered them into the same tracking system. Beginning in May 2000, due to ongoing mechanization initiatives, loop qualification information no longer required LSC intervention, in turn lowering average response time for the CLECs.
4d.1800100	Average Completion Notice Interval – Fully Electronic – Prior to Nov '99 in Days / as of Nov '99 in Hours – LEX/EDI LASR	California	Mechanized completions include orders that error out to manual. These orders are more labor-intensive. There was more fallout at the beginning of 2000 due to start-up issues, and this drove the results to be out of parity. As volumes increased, the percentage of orders dropping to manual declined, and the overall results improved. The California PUC has recognized this and approved an additional disaggregation comparing the fallout to a 24-hour benchmark.

**PAC Affiliate DS3 Performance Measures #2 Comparison**

July	Affiliate			Nonaffiliate		
	Revised	Original	Difference	Revised	Original	Difference
DD				96.3%	34.1%	62.2%

August	Affiliate			Nonaffiliate		
	Revised	Original	Difference	Revised	Original	Difference
DD				93.0%	26.7%	66.3%
DD+1				93.2%	34.2%	59.0%
DD+2				93.7%	38.7%	55.0%
DD+3				93.7%	41.6%	52.1%
DD+4				93.7%	44.0%	49.7%
DD+5				94.0%	47.7%	46.3%
DD+6				94.2%	49.1%	45.1%
DD+7				94.6%	50.9%	43.7%
DD+8				94.6%	52.1%	42.5%
DD+9				94.9%	54.3%	40.6%
DD+10				95.1%	55.0%	40.1%

September	Affiliate			Nonaffiliate		
	Revised	Original	Difference	Revised	Original	Difference
DD				92.0%	28.4%	63.6%
DD+1				92.6%	37.8%	54.8%
DD+2				93.7%	43.8%	49.9%
DD+3				94.6%	48.1%	46.5%
DD+4				95.1%	50.5%	44.6%

**SNET DS3 Performance Measures #2  
Comparison**

	Affiliate			Nonaffiliate		
	Revised	Original	Difference	Revised	Original	Difference
<b>JULY 2000</b>						
DD				66.7%	66.7%	0.0%
DD+1				66.7%	66.7%	0.0%
DD+2				70.0%	70.0%	0.0%
DD+3				70.0%	70.0%	0.0%
DD+4				70.0%	70.0%	0.0%
DD+5				70.0%	70.0%	0.0%
DD+6				73.3%	73.3%	0.0%
DD+7				83.3%	83.3%	0.0%
DD+8				83.3%	83.3%	0.0%
DD+9				83.3%	83.3%	0.0%
DD+10				83.3%	83.3%	0.0%
DD+11				83.3%	83.3%	0.0%
DD+12				86.7%	86.7%	0.0%
DD+13				86.7%	86.7%	0.0%
DD+14				86.7%	86.7%	0.0%
DD+15				96.7%	96.7%	0.0%
DD+16						
DD+17						
DD+18						
DD+19						
DD+20						
DD+21						
DD+22						
DD+23						
DD+24						
DD+25						
DD+26						
DD+27						
DD+28						
DD+29						

## SNET DS3 Performance Measures #2 Comparison

	Affiliate		
	Revised	Original	Difference
DD+30			
DD+31			
DD+32			
DD+33			
DD+34			
DD+35			
<b>AUGUST 2000</b>			
DD			
DD+1			
DD+2			
DD+3			
DD+4			
DD+5			
DD+6			
DD+7			
DD+8			
DD+9			
DD+10			
DD+11			
DD+12			
DD+13			
DD+14			
DD+15			
DD+16			
DD+17			
DD+18			
DD+19			
DD+20			
DD+21			
DD+22			

[illegible]

**SNET DS3 Performance Measures #2  
Comparison**

	Affiliate		
	Revised	Original	Difference
DD+23			
DD+24			
DD+25			
DD+26			
DD+27			
SEPTEMBER 2000			
DD			
DD+1			
DD+2			
DD+3			
DD+4			
DD+5			
DD+6			
DD+7			
DD+8			
DD+9			
DD+10			
DD+11			
DD+12			
DD+13			
DD+14			
DD+15			
DD+16			
DD+17			
DD+18			
DD+19			
DD+20			
DD+21			
DD+22			
DD+23			

Nonaffiliate		
Revised	Original	Difference
93.6%	94.1%	-0.5%
93.6%	94.1%	-0.5%
93.6%	94.1%	-0.5%
93.6%	94.1%	-0.5%
95.7%	94.1%	1.6%
67.7%	62.5%	5.2%
67.7%	62.5%	5.2%
67.7%	62.5%	5.2%
67.7%	62.5%	5.2%
67.7%	62.5%	5.2%
71.0%	62.5%	8.5%
74.2%	68.8%	5.4%
74.2%	68.8%	5.4%
74.2%	68.8%	5.4%
74.2%	68.8%	5.4%
74.2%	68.8%	5.4%
74.2%	68.8%	5.4%
74.2%	68.8%	5.4%
74.2%	68.8%	5.4%
74.2%	68.8%	5.4%
77.4%	68.8%	8.7%
77.4%	68.8%	8.7%
77.4%	68.8%	8.7%
80.6%	75.0%	5.6%
80.6%	75.0%	5.6%
80.6%	75.0%	5.6%
80.6%	75.0%	5.6%
80.6%	75.0%	5.6%
83.9%	75.0%	8.9%

**SNET DS3 Performance Measures #2  
Comparison**

	Affiliate		
	Revised	Original	Difference
DD+24			
DD+25			
DD+26			
DD+27			
DD+28			
DD+29			
DD+30			
DD+31			
DD+32			
DD+33			
DD+34			
DD+35			
DD+36			
DD+37			
DD+38			
DD+39			
DD+40			

Nonaffiliate		
Revised	Original	Difference
83.9%	81.3%	2.6%
83.9%	81.3%	2.6%
83.9%	81.3%	2.6%
83.9%	81.3%	2.6%
83.9%	81.3%	2.6%
83.9%	81.3%	2.6%
83.9%	81.3%	2.6%
87.1%	81.3%	5.8%
87.1%	81.3%	5.8%
87.1%	81.3%	5.8%
87.1%	81.3%	5.8%
87.1%	81.3%	5.8%
93.5%	81.3%	12.3%
93.5%	81.3%	12.3%
93.5%	81.3%	12.3%
93.5%	81.3%	12.3%
96.8%	81.3%	15.5%

# Billing & Collection Contract Rates

SWBT	ASI	Unaffiliated Carriers				
Bill rendering - Message Bill	01/01/00 - 11/19/00	\$0.40	\$0.35	\$0.35	\$0.35	\$0.35
	11/20/00 - 12/31/00	0.61	0.35	0.35	0.35	0.35
Bill rendering - Invoice Billing	1st page	1.20	0.50	ND	ND	ND
	each subsequent page	0.60	0.30	ND	ND	ND
End user adjustment manual		9.00	2.50	2.50	2.50	2.50
Development charge		150.00	120.00	120.00	120.00	120.00
Monthly minimum purchase of service		\$12.000	\$16.667	\$13.333	\$16.667	\$16.667

Pacific Bell		ASI	
		Standard 3 year price	
Message Bill processing	Average over 20 messages per bill	\$0.03	\$0.00
	Average over 30 messages per bill	0.03	0.00
		Volume discount	
Bill rendering - account ready	1st page	\$0.65	\$0.80
	Each subsequent page	0.20	0.30
Development charge		150.00	120.00

Attachment A-10  
Objective IX-2

Nevada Bell	ASI	Unaffiliated Carriers			
Bill rendering - message bill	\$0.74	\$0.70	\$0.70	\$0.70	\$0.70
Record keeping maintenance	0.03	0.25	0.25	0.25	0.10
Development charge	\$150.00	\$120.00	\$120.00	\$120.00	\$120.00

SNET	ASI					
Bill processing per message	\$0.11	\$0.06	\$0.11	\$0.06	\$0.06	\$0.11
Bill processing per bill rendered	0.55	0.51	0.51	0.51	0.51	0.51
Receipt of rated customer message via CMDS	0.00	0.00	0.00	0.00	0.00	0.00
Receipt of rated customer message via NDM	0.00	0.00	0.00	0.00	0.00	0.00
Program development per hour	\$110.00	\$110.00	\$110.00	\$110.00	\$110.00	\$110.00
Report Processing Charges						
Tape Reports	65.79	ND	ND	ND	ND	ND
Cartridge	43.80	ND	ND	ND	ND	ND
Paper, NDM	no charge	ND	ND	ND	ND	ND
TERMINATION: written notice required	3 months	6 months	6 months	6 months	6 months	6 months

ND-Not defined in the agreement



**Objective IX-4**

**Comparison of USOCs and Rate Comparison**

**Summary of Differences**

State	Month	USOC	ASI/AADS Rate	CLEC Name	CLEC Rate
Arkansas	September 2000	U2F	\$ 31.60		
Oklahoma	September 2000	U2F	18.00		
Texas	June 2000	U2F	12.14		
Texas	June 2000	U2F	13.65		
Texas	June 2000	U2Q	34.91		
Texas	June 2000	U2Q	34.91		
Texas	June 2000	U2Q	34.91		
Texas	June 2000	U2Q	34.91		
Texas	June 2000	UXRRX	0.60		
Texas	June 2000	UXRRX	0.60		
Texas	September 2000	U2F	12.14		
Texas	September 2000	U2F	13.65		
Texas	September 2000	U2Q	34.91		
Texas	September 2000	U2Q	34.91		
Texas	September 2000	UXRRX	0.60		
Texas	September 2000	UXRRX	0.60		
California	September 2000	CCDSO	-		
California	September 2000	CCDSO	-		
California	September 2000	CCDSO	-		
California	September 2000	UKCGD	0.88		
California	September 2000	UKCGE	0.88		
California	September 2000	ULPPX	5.85		
California	September 2000	UM3	0.61		
Illinois	April 2000	CXCT2	0.13 to 0.39		
Illinois	April 2000	CXCT2	0.13 to 0.39		
Illinois	April 2000	CXCT2	0.13 to 0.39		
Illinois	April 2000	U2FXC	various		
Illinois	December 2000	CXCT2	0.07		
Illinois	December 2000	CXCT2	0.07		
Illinois	December 2000	CXCT2	0.07		
Illinois	December 2000	CXCT2	0.07		
Illinois	December 2000	CXCT2	0.07		
Illinois	December 2000	CXCT2	0.07		
Illinois	December 2000	CXCT2	0.07		
Illinois	December 2000	CXCT2	0.07		